

Communication Skills

– Activity Summary –

1. Assertive Communication Skills

Assertive communication is the cornerstone of effective communication. This activity helps to increase participants' ability to communicate assertively with other people. It gives them practice and feedback in dealing with situations in an assertive manner.

2. Networking

Communication in businesses runs via two networks: formal and informal, sometimes called the skeleton and the nervous system. Whatever role people have within an organization, there are great benefits in creating and developing informal networks in the business environment, both within and outside the organization. This activity allows participants to explore ways of doing this.

3. How Effective a Communicator Are You?

If people are to communicate effectively, they must choose the right method and communicate in a manner that builds positive relationships. This is an activity that helps participants understand the impact of their communication method and their communication styles.

4. Listening Skills

We spend nearly half our waking hours listening, but often we only hear, rather than truly listen. To listen actively is a key building block in developing effective relationships. This activity will help participants to develop their listening skills.

5. Questioning Skills

This activity will enable participants to identify the different types of questions and the advantages and disadvantages of their use. It includes practical exercises and feedback to increase the effectiveness of participants' questioning styles.

6. Body Language

Over half of the initial impression that people gain about other people is via their body language. Each individual has his or her own unique 'dance' or non-verbal language that can have a positive or a negative impact on others. This activity allows participants to explore the effect of body language and to identify ways to improve their non-verbal behaviour.

7. The Voice

This is a short activity designed to allow participants to evaluate how effectively they use their voice when communicating. They receive advice on the steps they can take to improve their voice.

8. Creating Positive Rapport

Whatever role people have within an organization, they tend to work better with the people they get along with. This activity allows participants to identify what creates rapport between people and the steps they can take to build stronger relationships.

9. Communicating on the Telephone

This activity is designed to increase participants' competence and confidence in representing their organization in a professional manner when receiving incoming calls on the telephone. It allows participants to practice techniques to control and manage these calls.

10. Communicating Via E-mail

E-mail is a primary communications tool. This activity allows participants to identify best practice in sending e-mail and provides a method for prioritizing messages that they receive.

11. Audioconferencing

Audioconferencing allows two or more individuals to hold a meeting or discussion without having to meet in person. However, without proper training audioconferencing can prove ineffective. This activity allows participants to investigate how best to use this medium.

12. Using voice-mail effectively

This activity reminds participants how to use voice-mail effectively, either when they are away from their desk or when they have to leave a message on a voice-mail.

13. Videoconferencing

As the cost of travel increases, more organizations are turning to videoconferencing as a method of communication between individuals who work at a distance. In this activity, participants learn techniques for making the best use of videoconferencing.

14. Feedback Skills

Letting people know how they are doing is essential in building a committed and motivated workforce. The way that feedback is given is extremely important. This is an activity that helps participants to develop their ability to give feedback on performance.

15. Leading a Successful Meeting

In many organizations, meetings are neither time-efficient nor cost-effective. This activity helps participants to plan, prepare and lead effective meetings and allows them to receive feedback on their effectiveness in managing a meeting.

16. Presentation Skills

On a formal or informal basis, the ability to convey information in a confident, clear and persuasive fashion is essential. This activity helps participants to plan, prepare and run a presentation in an effective and confident manner.

17. Team Communication Skills

Communication has to be effective in a team in order for it to function well. In this activity, participants have an opportunity to diagnose the effectiveness of their team communication and to identify ways they can communicate more effectively.

18. Influencing Skills

There are always times in people's business lives when they need to exert some influence over others to shape events. This activity helps individuals to recognize the power they have in influencing others and provides them with an opportunity to test their influencing skills.

19. Handling Difficult Situations

Everyone is going to encounter difficulties at some time, when dealing with customers, suppliers, direct reports, colleagues or their managers. This activity provides a framework that will enable participants to tackle difficult situations in an effective manner.

20. Letter Writing Skills

The style and manner of writing business letters says a lot about the individual and the organization. This activity allows participants to identify best practices in letter writing and to receive feedback on the effectiveness of their letter-writing style.

21. Participating in a Meeting

Meeting participants have a shared responsibility with leaders to make meetings productive. In this activity, participants consider the role of the participants and the part they have to play in making the meeting effective.

22. Report Writing Skills

Having to write a report can seem daunting to many managers. This activity allows participants to identify best practices in writing their reports and helps them to increase their skills and confidence in this area.